



NewsLink

A MONTHLY PUBLICATION OF CSOSA



Volume 3, Issue 2

February 28, 2003

Voice of the Director

**Paul A. Quander, Jr.**

I love a good story. As a former prosecutor, I've been entertained and challenged by hundreds of intriguing (if not always factual) court room tales related by defense attorneys, defendants and witnesses. I enjoyed nothing more than the moment when I was given the judge's signal to begin weaving my own compelling story for a captive jury. My love of stories propels me into movie theaters at the mention of a new release, steers me unintentionally into bookstores and today keeps me armed with a digital camera to document my family's history as it unfolds.

What makes a good story? What is our story at CSOSA? Why should we tell it? First and foremost, a good story has to make a point. Secondly, a good story should be descriptive and give the audience a mental image of the people, places and things that make up the story. Finally, a good story should be coherent and orderly. Our stated mission is to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. How and how well we do that is the point of our story. SMART gives us the mechanism to tell the CSOSA story in magnificent detail in a clear and logical manner. We must tell our story because our growth and our success as an Agency depends on it.

As we all know, government resources are limited. There are literally hundreds of worthy programs competing for the same pool of federal dollars. We have been fortunate at CSOSA in that, unlike most federal agencies, our budget has increased substantially each year since our beginning. The recently approved 2003 appropriation provided the Community Supervision Program with a 15% increase over last year and will allow us to hire more than 130 new CSOs over the next several months. The increase in funding, however, comes with a clear expectation from Congress and the Office of Management and Budget (OMB) that we successfully fulfill our mission and that the citizens get what they paid for.

In every corner of the Agency it is abundantly clear that CSOSA employees work extremely hard each day, are completely dedicated to our mission and are highly skilled and professional in performing their duties. The community is infinitely safer as a result of our work and we provide offenders with the structure and support to become productive citizens should they choose to do so.

A safer community, however, is an intangible that citizens don't generally think about until something happens to make them feel unsafe. Our cooperative efforts with our law enforcement partners support our respective agency missions and do not generate extra press.

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Special Points of Interest:

- *The Faith Community Partnership marks its first Mentor Program anniversary with success*
- *Upcoming Agency events in March*
- *Electronic Learning continues at CSOSA*
- *CSOSA prepares to expand its community operations: Introducing the newest field site*
- *Find out what SMART defects have been repaired*
- *Health Spotlight: How much do you know about hepatitis?*

CSOSA's Mission Statement

The mission of the Court Services and Offender Supervision Agency for the District of Columbia is to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. The Agency will enhance decision-making and provide effective community supervision, thereby ensuring public confidence in the criminal justice system.

CSOSA Events

MENTOR ASSEMBLY A SUCCESS

*Submitted by Robert Murphy, Media Specialist
Office of Legislative, Intergovernmental and Public Affairs*

During these dark days of winter, Court Services and Offender Supervision Agency (CSOSA) was able to shed some light and bring the faith communities of the District of Columbia together to acknowledge the first year anniversary of the Mentoring Program being run by Community Justice Programs. On January 30, 2003 over two hundred people convened at St. Luke Center to review the accomplishments of the past year and to discuss plans for the future.

In January 2002, CSOSA launched the CSOSA/Faith Community Partnership with the first Re-entry Weekend. Faith institutions around the city spoke to their members about the men and women returning from prison. It was explained that returning offenders face many challenges in their reentry process, ranging from employment and housing issues to dealing with histories of substance abuse. A training program for mentors has been created and is compulsory for all volunteer mentors. Additionally, offenders must meet certain criteria, such as a non-violent history to participate in the program. An appeal for mentors to assist these offenders went out to members of the faith community and the citizens of the District rose to the occasion.



Planning The Future



Mr. Jeremy White

To date, CSOSA has trained over 75 mentors from over 25 participating faith institutions to assist in the reentry program. More than 60 offenders have been matched with mentors. The assembly also provided CSOSA the chance to acknowledge publicly those people and institutions who have made such a difference to the ex-offenders and to the city as a whole.

The timing of the assembly was particularly advantageous, as the President, in his State of the Union address two days before, called for mentors to help the nation, especially for the children of prisoners. CSOSA was honored to have as a guest at the assembly, Mr. Jeremy White, Associate Director for Outreach from the White House Office Of Faith-Based and Community Initiatives. Mr. White praised the Partnership and urged its continued success.



Director Quander

The assembly was also treated to the first public viewing of CSOSA's new film on the Mentoring Program entitled "Welcome to Washington - Welcome Home," which highlighted many of the principles and goals involved in the program. The audience also heard from several ex-offenders about their experiences with their mentors. These stories moved the audience to standing ovations. Director Quander said, "I am truly gratified by the continued support that the faith community has given to this program. The work of these mentors is living proof of the power of faith - a force that I hope will help offenders successfully return to this community."

CSOSA CELEBRATES NATIONAL BLACK HISTORY MONTH

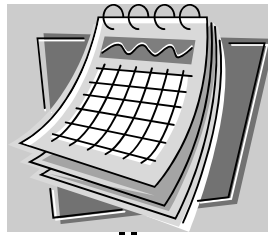
*Submitted by Patrice Richardson, Management Analyst
Office of the Executive Assistant*

The Special Observances Committee's celebration of Black History Month, "The Souls of Black Folk: Centennial Reflections" was held on February 27, 2003. The Mistress of Ceremony was Community Supervision Officer Gladys Dorgett. The program included opening remarks by Chief of Staff Beverly Hill, followed by 'A Moment in History' by General Counsel George Pruden. CSO Crystal Coleman lead the audience in the singing of the Black National Anthem, "Lift Ev'ry Voice and Sing" and Deputy Associate Director of Community Supervision Services McKinley Rush read a poem by Paul Lawrence Dunbar. The program's guest speaker was Mr. Steve Newsome, Director of the Smithsonian Anacostia Museum for African American History and Culture. Most of Mr. Newsome's comments were concerned with his upbringing in Norfolk, VA. and his work at the Smithsonian. He urged the audience to be conservators of their own history by cataloging special events in their lives to be passed on to next generations. Director of Human Resources David Orr provided the closing remarks with a quiz to employees under the age of 40 years old. The guest speaker's message along with the contributions of staff from all segments of the Agency made for a very enjoyable program. Thanks again for such a wonderful and uplifting ceremony.



Director Paul Quander, Jr. & CSO Dorgett presented Mr. Steve Newsome (far left) with a Certificate of Appreciation

MARK YOUR CALENDARS



March is National Women's History Month

CSOSA's Special Observance Committee invites you to join us in celebrating this special occasion with an

International Women's Tea Party



*"Paying Homage to the Past
Through the Future"*

Tuesday, March 18, 2003
1230 Taylor Street, N.W.
11:00 a.m. - 12:00 p.m.

Presenting a showcase of creative talents and visual arts contributed by the women of CSOSA
10:00 a.m. - 1:00 p.m.



March is National Social Work Month

In recognition of this observance CSOSA will host a workshop entitled

"ENHANCING YOUR PROFESSIONAL IDENTITY"

Guest Speaker:

Robin Jenkins

Senior Staff Associate

National Association of Social Workers

Tuesday, March 11, 2003
1230 Taylor Street, N.W.
1:00 p.m. - 2:00 p.m.

This event is open to all employees, particularly those who are trained Social workers and Social Work Interns.

preserving*rights.*
strengthening*voices.*



...the power of social work

Office Updates

CYBER REGULATIONS

*Submitted by Roy Nanovic, Records Manager
Office of General Counsel*

The most comprehensive portal for government regulations traditionally has been the website (http://www.archives.gov/federal_register/index.html) operated by the Office of the Federal Register (OFR), a component of the National Archives and Records Administration. The links to the issues of the daily Federal Register and to the individual volumes of the Code of Federal Regulations (CFR) transfer you to servers at the U. S. Government Printing Office (GPO). The servers at the GPO website can become quite busy, and trying to compile a group of agency documents through searches can become tedious. In an effort to expand public participation in the rulemaking process, the OFR now provides further links to regulatory websites. This month's OGC update explains how CSOSA's website fits in with this initiative to expand public participation in the rulemaking process.

CSOSA, like most Federal agencies, provides access to its regulatory documents on its own website. CSOSA's website organizes these documents in three ways. The link to "Regulations" (<http://www.csosa.gov/regs/cfr.htm>) brings you to a page containing a compilation of all of the regulations issued by CSOSA currently in effect. By contrast, the GPO website (and the traditional printed CFR) present regulations keyed to a revision date. If you look at CSOSA's regulations on the GPO website, you will find them in Title 28 of the CFR revised as of July 1, 2002. CSOSA regulations on Sex Offender Registration, DNA Collection, and Federal Tort Claims Act Procedures published in the Federal Register after that date will not appear on GPO's

CFR page because the regulations were published after July 1, 2002.

CSOSA's "Regulations" page provides a link to a chronological listing of all CSOSA documents published in the Federal Register. This includes not only final and interim rules, but also proposed rules, Regulatory Agendas, and notice documents (for example, documents announcing Systems of Records maintained under the Privacy Act).



A second link brings you to a compilation of all regulatory documents which requested public comment but which have not yet been finalized. CSOSA interim rules and proposed documents formally ask for public comment and establish a deadline for the comment. CSOSA's documents typically state that comments received after the deadline will be considered to the extent practical. This is intended to maximize the public's opportunity to participate in our rulemaking. This improves

upon the OFR's "one-stop" regulatory link "Regulations.Gov" (<http://www.regulations.gov/>) which lists only those documents requesting public comment with open comment periods.

The Office of Management and Budget (OMB) maintains a website with a regulatory link of interest (http://www.whitehouse.gov/omb/inforeg/regpol-regs_under12866.html). This is where OMB posts the titles of documents received for clearance and the titles of those documents which have been cleared for publication within the last thirty days.

In closing, I would like to thank the dedicated staff in the Office of Information Technology for all their assistance in the design and maintenance of CSOSA's regulatory postings.



OFFICE OF MANAGEMENT & ADMINISTRATION PROMOTIONS AND NEW EMPLOYEES

*Submitted by Arla Scott, Management Analyst
Office of Management and Administration*

Congratulations are in order for Valerie Green, Budget Analyst, Budget Execution and Tiffany Fuller Bailey, Budget Analyst, Budget Formulation. Both Tiffany and Valerie were recently selected for new positions with new responsibilities. Excellent work!

NEW EMPLOYEES

Office of Facilities Management

Robert Jannone, Facilities Management Officer
Marketia Davis, Staff Assistant

Office of Security

Joseph Burns,
Supervisory Security Specialist

Office of Procurement

Elijah Anderson, Contract Specialist
Leslie Ford, Lease Acquisition Manager
Chris Young, Procurement Assistant

Welcome to CSOSA! We look forward to working with you and we value your contributions toward attaining our goals.

ELECTRONIC LEARNING CONTINUES AT CSOSA

Submitted by Pereuna Johnson, Director of Training and Career Development



Yes, that right, continues. E-Learning is instruction that is delivered electronically via a web browser, the internet, or through multimedia platforms such as CD-Rom or DVD and many of your colleagues how been able to participate since July 2002. At that time, some of them were randomly selected to be the first group of CSOSA employees to participate in e-learning. They attended a one-hour training session where they learned about the on-line system and how to log on to the twenty courses available.

In the coming weeks, approximately 260 more CSOSA employees will be able to log onto ENO.com, the online learning company selected to provide CSOSA their first taste of e-learning. These newcomers will also be invited to attend an orientation session where they will be given brief instructions on how to use the on-line learning as well as a training aid outlining instructions on how to log in.

For those of you who are interested in e-learning but whose names do not appear on the list this time, fear not, e-learning is coming to you as well. Look for additional details in future editions of the Newslink. In the meantime, ask one of your colleagues who are currently participating to show you the site and one of the courses listed below.

- But I don't have customers
- Continued Improvement in the Workplace
- Conflict Management
- Coaching in the Workplace
- Developing Effective Supervisory Skills
- Dealing with Conflict
- Effective on the Job Training
- Effective Project Management
- Job Strategies for New Employees
- Leading A Team
- Listening Successfully
- The Complete Guide to Facilitation
- Getting Your Message Across
- Getting Hired
- Making Your Time Count
- Meeting Management for Leaders and Participants
- Making Change Work for You
- Taking the Step up to Supervisor
- Turning Problems into Opportunities
- Thinking Creatively

INTRODUCING CSOSA'S NEW FIELD SITE:

*Memorandum from
Director Paul A. Quander, Jr.
February 24, 2003*

I am pleased to announce that CSOSA has taken another bold step in our efforts to locate our services throughout the community and to provide high quality office space for our staff. We have recently completed negotiations for 25,000 square feet of office space at 800 North Capitol Street, N.W. The new field site is located just a short walk from our 25 K Street office and the Union Station Metro stop.

CSS will occupy the entire second floor of this prime location. The new field site will house the Diagnostic Teams currently located at Karrick Hall and 300 Indiana Avenue as well as TIPS and General Supervision Teams. The facility will also allow us to expand and add new teams as part of our FY 2003 appropriation. Special thanks to the Office of Facilities staff who worked tirelessly over several months to secure the new location. We have set an aggressive project schedule and plan to occupy the new space by July 1, 2003.

"To whom much is given, much is expected." CSOSA has been entrusted with an important mission and provided substantial public resources to fulfill our goals. To do so requires that we expand our services, continually improve supervision and increase our community partnerships. The result will be a better quality of life for all who live and work in our community, increased public safety and reduced recidivism among the offender population. Our new field site will help move the agency a step closer to fulfilling those goals.



800 North Capitol Street, Northwest

ILLEGAL SUBSTANCE COLLECTION UNIT UPDATE: STAFF ATTEND JANUARY'S APPA CONFERENCE

*Submitted by Alexander Portillo, Drug Testing Technician
Branch VI*



In January 2003, I had the opportunity to attend the American Probation and Parole Association (APPA) conference in Salt Lake City, Utah along with fellow Drug Testing Technician Keith Hook. While attending various sessions over a three-day period, we obtained information on several new Community Justice concepts and strategies. A knowledgeable expert in their respective field conducted each session. The APPA also presented a Resource EXPO during the first two evenings. The resource EXPO provided us the opportunity to see the latest technologically advanced ways of supervising clientele. One way the EXPO addressed the needs and demands of our specific line of work was by presenting different types of drug tests now available in the field of community-based corrections. We learned about one specific drug test called "The View Master" which requires the client to look into a viewer. This viewer then flashes a light and the client's pupil reacts to the light, which signifies whether the client has used any type of controlled substances. We recommend that more CSOSA employees attend future conferences conducted by the American Probation and Parole Association. They provide very informative seminars and meaningful activities to conference attendees. We really enjoyed our experience.

HUMAN RESOURCES UPDATE:

Distinguished Federal Employees Award

Submitted by Tony Mitchell, Agency Benefits Officer

Blue Cross and Blue Shield is recognizing federal employees who have made major contributions to their Agency, Community or to others. If you would like to nominate someone, please contact me via e-mail (Tony.Mitchell@csosa.gov) for a nomination form. The deadline for submission is Friday, April 18, 2003. Winners will receive a certificate of appreciation and a small gift from Blue Cross and Blue Shield. In addition, winners will have their pictures displayed on the National Mall during Public Recognition Week. Please be advised you may not nominate yourself.



CSOSA SUCCESS STORY

THE IMPACT OF GOOD COMMUNITY SUPERVISION

*Submitted by Willie Sanders, Jr.
Community Supervision Officer
Branch IV*

I am very pleased to report a collaborative effort that made a significant impact in the life of a domestic violence victim. I am assigned to Domestic Violence Supervision, Team #2, located at Taylor Street, N.W. Recently, I received a call from a petitioner who was very upset. She was crying and stated the offender was phoning her saying that he was going to kill her. The petitioner also stated, one morning while on her way to work the offender step out of the alley, approached her and said, "I can get you at anytime, and the next time I will." I immediately took this information to SCSO Karen Banks for a case review. I later referred the victim to Victims' Services Coordinator Bonnie Andrews, completed a case presentation and contacted the MPD. The responding officer was Officer Kenneth Johnson of the 4th District. The officer met with me and we discussed the matter, and ways in which the offender could be apprehended. The offender had two felony warrants and a violation of a CPO warrant. I informed Officer Johnson of the offender's past work schedule, information the petitioner had given about the time the

offender usually left his home and other information obtained from SMART. Officer Johnson conducted a stake-out with his colleague Officer Warren Moss and apprehended the offender two days later. The petitioner was informed and was overjoyed. She later called SCSO Banks and myself to state that she can leave the house safely now that the offender is locked up.

Previously, CSOs Jeffrey Durante and Tiffany Kirkland conducted fieldwork to establish contacts with MPD officers and they met Officer Kenneth Johnson. On the same day, Officer Johnson visited our unit and discussed with SCSO Banks the scheduling of accountability tours and executing outstanding warrants. Without my team members making this contact, a resolution in this matter may not have come as swiftly.



Being involved in this joint effort, I feel CSOSA's mission to help keep the community safe was achieved and I am proud to have assisted in creating a safe environment for one very frightened victim.

SMART Updates

*Submitted by Ginger Lynch, Field Support Manager
IT Service Delivery*

Welcome to a new section of the CSOSA Newslink that will highlight repaired defects of our Supervision & Management Automated Record Tracking (SMART) system. This segment will function as a monthly hard copy library of the previous month's repairs and enhancements that are posted weekly on the CSOSAWeb under "SMART Notes". This issue will cover changes made beginning on 12/17/02 through 1/24/03. Future editions will cover only the previous month. Please contact your supervisor if you feel that a problem still exists with any of the defects listed below.

WEEK ENDING 1/24/03

Treatment:

<u>Defect</u>	<u>Date Corrected</u>
As a Treatment Specialist, I could edit the Start of Current Status (a date), but there isn't a Save button.	1/21/03
Following additional information needed on email after COTR approves: 1. With the [Vendor Name], also include the Vendor address 2. "Pickup Location & Date/Time" should be added at the end of the email.	1/22/03
Second program can be started on the same date that the first program ended.	1/16/03
Budget adjustments were made on a Successful Termination and they should not have been	1/16/03
Issue reported concerning 2 cancelled placements and one active one for the same offender. If you go into the active placement and put all the info in and try and calculate cost it comes back and says "you must select a non-blank entry for Reason for Cancellation"	1/16/03
Unable to make a Substance Abuse placement (outpatient) from 3/19 to 5/17 because there is a Halfway Back treatment scheduled for 2/19 - 5/20. Should not have mattered since they are different TreatTypeCD's	1/21/03
Treatment Placements - Pending COTR Approval Multiple Invoice Item records can now be created	1/21/03
Treatment Tracking—(Activity Information Screen). Error on Assign Specialist	1/21/03



WEEK ENDING 1/17/03

Supervision:

<u>Defect</u>	<u>Date Corrected</u>
On the CSO Referral screen, the DATE PACKAGE SENT and REFERRAL DATE fields will no longer accept future dates.	1/14/03
Notification of case closures will now be sent 30 and 60 days before the case closes.	1/16/03
The "Return to Running Record List" button is disabled for Read Only (SRPT access role) but does not need to be; a user should be able to use this button when in read only.	1/02/03

Treatment:

<u>Defect</u>	<u>Date Corrected</u>
Email after COTR Approval - Now includes additional information such as the Vendor Location (main address only), transport type, and pickup date and location.	1/16/03
CSO Referral - When making a referral to an Evaluation, it will only "skip evaluation" if: a) the previous evaluation was less than 180 days with a recommendation of "Treatment Recommended" (previously implemented), and b) the evaluation was for the same referral type (fixes problem of previous HBTE evaluation causing an SATE referral to "skip evaluation")	1/16/03
Treatment Placement - On the Calculate Cost button when it checks for overlapping treatments it will only check for ACTIVE treatments. A placement that was closed with "no show" will not prevent a new placement during the same time period.	1/16/03

WEEK ENDING 1/03/03

Supervision/Intake:

<u>Defect</u>	<u>Date Corrected</u>
If an offender has a case open under general supervision that is monitored/confined and the intake section does an investigation for this offender, although it is assigning the case to the correct Investigation team, it is sending an email to the general supervision SCSO and CSO and not the investigation SCSO and CSO.	12/23/03
The "Return to Running Record List" button is disabled for Read Only (SRPT access role) but does not need to be; a user should be able to use this button when in read only.	1/02/03
The Physical Characteristics data entry field only allows the user to enter 70 characters (or so), but the box is big enough for more like 200. The box can now contain an unlimited number of characters	12/17/02
Loss of Contact email notifications will go out ONLY if purpose of RR entry is LOSS OF CONTACT.	12/22/02

(Continued on Page 8)

(Continued from Page 7)

Treatment:

<u>Defect</u>	<u>Date Corrected</u>
An OFM has RO rights to Tracking (according to security matrix) but seems to be able to Start Attendance Tracking. This is incorrect.	1/03/03
Clicked No Show on offender record from Placement. Invoice and Budget adjustments were made properly.	1/03/03
On Override of an invoice item, a record is being added to Treatment Tracking Activity properly. Only one problem with the data in the record: Length Of Treatment and Cost Of Treatment is supposed to be the ORIGINAL smart amounts before the override. It seems to be saving the override amounts instead. The original values are needed so that when the override activity is displayed in tracking, the users can see both the original and the override amounts.	1/03/03

Health & Fitness

SPOTLIGHT ON HEPATITIS

Submitted by *Aprille Cole, Community Supervision Officer Branch III, Team #13*



On January 8, 2003, Ms. Ethel Holland from the District of Columbia's Department of Health, Preventive Health Services Administration conducted a seminar on the symptoms, causative factors and prevention of hepatitis to a group of offenders supervised by the Sex Offender Unit, Team #13.

Hepatitis is an inflammation of the liver which usually produces swelling, tenderness, and sometimes permanent damage. Hepatitis is caused by a number of things, including alcohol, drugs, chemicals and viral infections. There are at least five different viruses known to cause viral hepatitis:

Viral Hepatitis A Sometimes called "infectious hepatitis." It is spread by eating food or drinking water contaminated with human feces. This type of viral hepatitis is frequently life-threatening. The hepatitis A virus enters through the mouth, multiplies in the body and is passed in the feces. The virus can then be carried on an infected person's hands and can be spread by direct contact, or by consuming food or drink that has been handled by the individual.

Viral Hepatitis B Sometimes called "serum hepatitis." It is spread from mother to child at child birth, through sexual contact, contaminated blood transfusions and needles, or direct contact with infected body fluids. This form of viral hepatitis may lead to cirrhosis, or scarring, of the liver.

Viral Hepatitis C This form of viral hepatitis is the most common. Each year, about 28,000 Americans contract hepatitis C. It can be spread through blood transfusions and contaminated needles. This form of viral hepatitis may lead to cirrhosis, or scarring of the liver.

Viral Hepatitis D This form of viral hepatitis is found most often in IV drug users who are carriers of the hepatitis B virus, those with tattoos and those with multiple sex partners. Body-piercing and cocaine snorting also are risk factors. It is spread only in the presence of the hepatitis B virus and is transmitted in the same way. This type of viral hepatitis occurs in people who have viral hepatitis B, and is a serious health problem.

Viral Hepatitis E This form of viral hepatitis is found most often in people who live in countries with poor sanitation. It is rare in North America, and rarely life-threatening.

What should I do if I have been exposed to or think that I have viral hepatitis?

Call your doctor and schedule an urgent appointment. Your doctor will take a history, do a physical examination and order blood test to determine your diagnosis.

Should I cook meals?

People with hepatitis A or E should not prepare or handle food to be eaten by others. Limitations on food handling are not necessary for people with hepatitis B, C, or D.

How can hepatitis A be prevented?

The single most effective way to prevent spread is careful hand washing after using the toilet and before eating. Also infected people should not handle foods for others during the contagious period.

How can hepatitis B be prevented?

A vaccine to prevent hepatitis B has been available for several years. It is safe, effective and is recommended for people in high-risk settings who have not already been infected.

How can the spread of non-A, non-B hepatitis be prevented?

People who have had non-A, non-B hepatitis should remain aware that their blood and possibly other body fluids are potentially infective. Care should be taken to avoid blood exposure to others by sharing toothbrushes, razors, needles, etc.

Resources:

American Liver Foundation
United Network for Organ Sharing
American Gastroenterological Association
District of Columbia Department of Health

Variety Pages

Employee Milestones

NEW EMPLOYEES FOR THE MONTH OF JANUARY

Office of Facilities
Robert M. Jannone

Office of Security
Joseph J. Burns

ONE YEAR ANNIVERSARY WITH CSOSA AS OF 01/31/03

Linda Ellis
Carla Hodge
Tylese McRae
Latisha Moore-Jones
Ashley Sims
Hallem Williams, Jr.

5 YEARS OF GOVERNMENT SERVICE

Leonard E. Dunning
Bryan A. Young

20 YEARS OF YEARS OF GOVERNMENT SERVICES

Jack Jackson, III

25 YEARS OF FEDERAL SERVICE

Brenda K. Murchison

Congratulations to the CSOSA Family!



WHAT'S NEW IN THE MPDC?

Adapted from Crimereports.com



SLIGHT MODIFICATION MADE TO "FLASHING LIGHTS" ON MPDC MARKED CRUISERS

Press Release February 14, 2003

As was announced in January, Chief of Police Charles H. Ramsey directed that all MPDC marked police cruisers be operated with two alternating flashing lights on their overhead light bars activated at all times. This policy is designed to alert citizens of police presence in their communities and to make police units more readily recognizable to citizens should they need immediate assistance.

The Department recognized that this new procedure was causing some confusion among motorists who thought officers may have been responding to an emergency or attempting to stop the motorist. To help minimize any confusion caused by this new procedure, the MPDC is removing the red and blue reflective shields from the light bars of its marked cruisers, so that the flashing lights activated during normal, non-emergency patrols will be white. The white alternating lights are designed to be more easily distinguishable from the full emergency lights.

BETTER LATE THAN NEVER...

*Submitted by Gail Francois, Administrative Assistant
Community Justice Programs*



I would like to take this opportunity to thank all of the CSOSA employees who participated in the "Angel Tree" project in December 2002.

Your community outreach effort was a surprise and a blessing. All of the students involved were in need of an "Angel" because of their family situations. They were all so excited and happy to receive their gifts. In fact, I found out that your gifts were the only ones some of the children received for Christmas.

I would like to personally thank all the representatives, who did a superb job in making this project a successful reality and for a job well done. One of our schools, J. O. Elementary, has made a formal request to CSOSA. They would appreciate any help our staff could give in the way of mentoring. Employees Malik Wileed and Kevin Jones have already expressed interest, and offered their assistance to one of the students in crisis.

Again, thank you. The smiles on the faces of students truly captured the essence of what holiday sharing and caring is all about.

Bulletin Board



Congratulations once again to
Community Supervision Assistant
LaJuan Hunter
Branch IIA, Team 21



Ms. Hunter is celebrating 5 years of
dedicated government service this year.

Welcome Back to
Training Specialist DeAndrea Peters
Office of Training and Career Development

You were missed!
- Love from your fellow HUELP Parent



February Birthdays



The Sex Offender Unit, Team #13
would like to say Happy Birthday to
Stephanie Gray (2/7)
&
Ina Igbozuruike (2/8)

Office of Human Resources
would like to say Happy Birthday to
Jack Jackson (2/6)
&
Sherry Harrison (2/28)

Office of Information Technology
extends Happy Birthday wishes to
LAN Technician
Robert Kendall 2/12

Happy Birthday to a special friend
Stephanie Gray (2/7)

Love from Michelle Pelzer

Happy Birthday to
Monica Montgomery (2/19)
Alfreda Jackson-Johnson (2/21)
& **Earl Fields (2/27)**

From Morgan Massey and the entire
Intake Operations Staff

(Continued from page 1)

Our many community partnerships are not widely known outside of the communities where offenders reside and the offender population is not an organized lobby voicing the need for additional funding for CSOSA on Capitol Hill. That leaves only us to tell our story.

When we indicate to Congress that more funding is needed to hire additional CSOs, it is our SMART data that supports that request. When we put forth a request for more treatment slots, it is the information in SMART that will demonstrate how we used our treatment dollars and what the results were. When we plead our case to OMB for additional funding to establish a Day Reporting/Sanctions Center, it will be the technical violations entered in SMART that will illustrate the validity of the request. As we rapidly approach the end of CSOSA's honeymoon as a "new" agency it becomes ever more critical that we demonstrate the results of our work with cold, hard data.

Closer to home, SMART allows us to communicate our internal stories as well. Supervisors utilize SMART data to make resource allocation decisions, particularly in the assignment of new CSOs. Our structured accountability model provides specific requirements for offender contact and SMART data assists in evaluating employee compliance with those requirements. At each step in the Agency hierarchy, from CSA to the Director, SMART data is used to evaluate performance as well as the efficacy of our programs. Equally important, SMART data can allow us be proactive in responding to trends rather than reacting to crises.

We recently marked the first anniversary of SMART implementation and are working diligently to make the modifications requested by staff and to repair the remaining programming bugs. In its current state, however, SMART provides us the capability to capture much of the data needed for CSOSA to tell our impressive story in grand style. It is crucial that all CSOSA staff with case management responsibilities make a commitment to ensure that SMART accurately reflects the work that they do. Missing data, in every case, represents a missed opportunity for us to determine what works and what doesn't, where we are succeeding and where our efforts could be redirected, what new resources are needed and where they should be placed.

For those of you who have adopted SMART as a welcomed and integral part of your work and who diligently enter SMART data accurately and in the appropriate fields, I thank you. For those of you who still see SMART as a burden, an unnecessary work process or a tool for management to "get" you, I challenge you to change your perspective and begin to look at SMART with new eyes.

Please join me in telling the CSOSA story, complete with supporting data and documentation.

- Director Paul A. Quander, Jr.

NEWSLINK QUOTE OF THE MONTH

"Success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome while trying to succeed."

- Booker T. Washington (1856-1915)

NOTE FROM THE EDITOR:

This concludes another edition of the CSOSA Newslink. Thanks to all staff who contributed to this month's publication. If you have an idea or an event that you would like covered in future editions, please feel free to contact me. In the meantime, be safe and be kind.

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